

Could you use help dealing with a chronic condition?



ConditionCare may be just the support you need.

If you or a family member suffers from any of these conditions, we may be able to help you achieve better health.

- Asthma (pediatric and adult)
- Diabetes (pediatric and adult, types 1 & 2)
- Chronic obstructive pulmonary disease (COPD)
- Coronary artery disease (CAD)
- Heart failure (HF)
- Hypertension
- Hyperlipidemia (high blood cholesterol)
- Obesity

There are many good reasons to call **ConditionCare** at **1-800-445-7922**. For starters, ConditionCare (formerly called Better Prepared) gives you personalized support to take charge of your health and maybe even improve it. You don't have to deal with a chronic health condition alone. The program is voluntary, confidential and available at no additional cost to you.

Participate in ConditionCare and you'll receive:

- 24-hour toll-free access to registered nurses who can answer your questions, provide support and educate you on how to best manage your condition.
- A team of dietitians, exercise physiologists, pharmacists, health educators and other health professionals nurses can tap into on your behalf.
- Educational materials like care diaries, self-monitoring charts, self-care tips, and more. These can help you make positive lifestyle changes and possibly prevent further illness.
- Access to bilingual nurses, and TTY/TDD relay services for the hearing impaired.

Call ConditionCare 1-800-445-7922.

There's a whole team of people and plenty of great tools waiting for you.





ConditionCare Frequently Asked Questions

1. How do I enroll?

Call ConditionCare at **1-800-445-7922** to enroll. When you call, please have your insurance ID card and your doctor's name and address available. You may also be contacted by a ConditionCare enrollment specialist to find out if you or any of your eligible family members would like to participate in this voluntary program. If you've already enrolled in Better Prepared in the past, there is no need to call again, unless you would like support dealing with a new condition.

2. Are my spouse and/or dependents eligible?

Yes, if they are covered through your health care plan and have one of the conditions managed through the program. The enrollment specialist will verify eligibility when you call.

3. How is my doctor involved?

The program's registered nurses will work with your doctor to provide you with the best health care support and information possible. A ConditionCare nurse will notify your doctor of your participation in the program. Your doctor may be asked to complete a questionnaire to ensure we understand your doctor's plan of care.

4. How long will I be enrolled in the program?

You may remain in the program as long as you continue your health insurance coverage and as long as the program is available. You will not have to re-enroll each year to receive the program benefits and services. You may discontinue the program at any time.

5. I have been contacted by Anthem about enrolling. How was I identified for this program?

We receive medical and pharmacy claims information about covered members. If this information indicates that you may have one or more of the conditions included in the program, you are contacted by us as a courtesy to see if you want to participate in the ConditionCare program. Please rest assured that this information is considered highly confidential, and we take every precaution to protect your privacy. You have the right to participate or to choose not to participate in the program. Call **1-800-445-7922** and let an enrollment specialists know if you are not interested in the program.